

Rachel Regnell

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<https://rachelregnell.com>

SUMMARY OF QUALIFICATIONS

Transition-driven designer with 15 years in bar and restaurant operations, bringing firsthand knowledge of the workflows, pain points, and the user needs that hospitality technology is built to solve.

Technical skills: Figma (wireframing, prototyping, design systems), HTML/CSS, AWS S3 and CloudFront, static site deployment, Builder.io, Squarespace, Trello, AI-assisted design tools; experienced in responsive and accessible design (WCAG AA)

Design expertise: Full UX process from user research through high-fidelity prototype; experienced designing staff-facing tools, feedback systems, and operational workflows with measurable real-world outcomes

Team leadership: Managed cross-functional teams of up to 6 people; coordinated workflows across kitchen, service, and management to deliver high-quality results under pressure

Client management: 4+ years in high-stakes client relations, translating complex operational needs into actionable design solutions

WGU EXCELLENCE AWARDS

Prototyping and Iterating II	April 2026
Business Environment Applications I: Business Structures and Legal Environment	December 2025
Composition: Writing with a Strategy	October 2025

CERTIFICATIONS

Google UX Design Certificate: Build Wireframes and Low-Fidelity Prototypes	August 2025
Google UX Design Certificate: Foundations of User Experience (UX) Design	June 2025
WGU Certificate: Strategic Thinking and Innovation	July 2025
NLS Member, National Society of Leadership and Success	April 2026

EDUCATION

Bachelor of Science, User Experience Design, Western Governors University | Salt Lake City, UT Jan 2025-Present
Relevant Coursework

- **Design:** Foundations of Design, Visual Design and Storytelling, Project Management, Systems Thinking, Empathy and Inclusive Collaboration

PROFESSIONAL EXPERIENCE

Ondus on the Waterfront at AC Hotels by Marriott, Vancouver, WA

Restaurant Manager Mar 2026 – Present

Executive Pastry Chef May 2022 – Present

- Served as the primary user of restaurant management and POS technology for 15 years, building deep expertise in the workflows, friction points, and operational needs that hospitality software must solve
- Advocated for and led adoption of Toast POS at Ondus, replacing a 4-year legacy system; served as primary trainer for the full team and owned the transition end-to-end
- Designed and launched a QR-based guest feedback system that generated 7 reviews on day one and drove Ondus to a 5-star TripAdvisor rating
- Designed a staff-facing digital allergen and dietary reference tool (Food Bible) to reduce service errors and improve team efficiency
- Redesigned all restaurant menus in Figma, applying UX principles of visual hierarchy, readability, and information architecture to improve the guest ordering experience
- Lead cross-functional collaboration between kitchen, service, and management teams; oversee daily operations, staff training, and guest experience as Restaurant Manager

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Finance Manager, Triple C Auto Brokers, Washougal, WA;

Nov 2021 – May 2022

- Streamlined loan approval processes, reducing customer wait times from 2 hours to 1 hour and improving overall satisfaction scores
- Analyzed customer journey to identify pain points in the financing experience and implemented targeted solutions to improve service delivery